

# CIMS Supplement

## Reminder:

- **Transfer in mom first, then baby. This allows a link to be formed between the two clients.**

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## Transfer In

Staff should not use the Transfer In wizard while on the phone with the client who is transferring in.

- First, is the issue of collecting the racial/ethnic background information for statistics. Never ask racial/ethnic information over the telephone even for a “transfer in” client. Asking racial/ethnic information over the phone could set the clinic up for a potential discrimination situation. The racial/ethnic question is a requirement of the Transfer In wizard.
- Second, there is a requirement to have the client read the rights and responsibilities and sign the signature form for your clinic.
- Third, is the requirement to check the ID.
- Fourth, is the concern that some clients call to transfer into a clinic and then fail to show up to receive services from your site.

## Integrity Constraint

Most CIMS users are expert computer users by this time. But new staff and crazy, busy WIC clinics sometime overwhelm the CIMS user. Have you ever received a message that warns you about Integrity Constraint? This message occurs when you try to open or have opened more than one of the same window. For instance, you may have opened the Second Contact wizard for a WIC client and went back to the Desktop to open the Second Contact wizard for another member of the same group. In your haste, you select the client whose second contact wizard is already open. You may receive the integrity constraint error. You can look under “Window” on your menu bar to see what you have open.

## Checking In

Are you a clinic that has a WIC site at another location which requires you to check out a laptop to provide services at that other site? If so, this information is important to you. If you Check Out the server too early, you may miss information that is sent to your main site. This information may include retailer updates or new income guidelines. Whenever possible, Check Out the laptop server just before you travel to your mobile site. It is also critical that you Check In the laptop server as soon as possible, ideally within 24 hours. If you are not able to do this, please contact the Helpdesk so we can help you determine a better way to do business. When you Check In, check issuance data is recorded. When checks are cashed by WIC clients before the checks have been recorded, it takes extra money and energy to deal with these checks. Let us know how we can help you.



## Gender Documentation of the Client

Does your client have a gender identified? This field on the Demographics tab is not a “required” data field. However, if a gender has not been specified, problems may develop when entering into a certification wizard for infants and children. This issue will cause you to close out of the wizard, enter the gender on the Demographics tab, save and then redo your work in the wizard.

This field is also needed when collecting information for Center on Disease Control (CDC). If the gender field is not filled in, information can not be collected.

## Prenatal Weight Gain

We have heard comments from local staff that the prenatal weight gain is not being carried over when a PP or BF recert is done. We are looking into this issue, but are unsure which clinics are having this concern. If the prenatal weight gain is not being carried over in your clinic, please call the Help Desk to notify us.

## Ineligible Status

If you have a client listed on the Find Client tab with an Ineligible status, recognize that this is a bug that crept into the Version 3.8 roll-out. Please call the Helpdesk and receive the fix.

## NO Question is wrong!

The CIMS Help Desk is busy answering your questions. The Help Desk staff spend equal time on hardware and software issues. Currently, they have some position openings and are busy in the field visiting WIC clinics and setting up a new way for your system to talk to the state office. Please be patient while the Help Desk is short



staffed. They will answer your good questions just as quickly as possible. They received over 200 calls in one month for the Eastern side of the state alone! Let the staff know if you have an immediate need or if there is a good time to call you back to answer some of your important questions. The Help Desk staff is there for you!

## Hardware Awareness Issues

Before adding a new computer program, game, or screensaver call the Help Desk. These additions may take away from the hardware resources that are dedicated to CIMS. Adding new programs which are unauthorized, have the potential to slow down CIMS.

## Hours of Service

This is just a reminder that the appointment book in CIMS only allows appointments from 7:00 am to 7:00 pm. If you choose to have your clinic stay open after 7:00 pm, try using one of the workarounds listed below:

- 1) Double book into the 6:45 time slot.
- 2) Use the 7:00 am time slots, if you are not scheduling the clients that early in the morning.

## Multiple Sites-Don't be Fooled!

CIMS will allow you to view other classes in Class Management for other sites than the one you may be logged onto. It will even allow you to think that you are creating a new class or documenting class attendance for another site. However, don't be fooled by the system. These activities can only be recognized when you logon to CIMS with the correct site. To make an accurate change, logon to that site in which you want to make the change.

### Logging onto CIMS

To ensure program integrity, staff need to logon to each workstation that they use throughout the day. Even though another staff member has signed on to CIMS, please be sure to have that staff log off *before you* begin providing the client with services on her computer.

## Documenting Referrals

When a client is within a certification period and a change needs to be made in the status of a referral that has already been previously selected, take the following steps:

- Select “New Line”, which creates a dropdown box to receive the selection again. By selecting the choice again using the drop-down box, a new date off to the left side of the screen will appear.
- Find the Referral. The referral can only be chosen one time per day.
- Update the referral status by choosing one of the four selections.

By taking these three simple steps, you are creating a more accurate account of what happened with the client referral. The client referral history will be available. Deleting the initial referral status without selecting a new line will cause the client history to be deleted.

Make selection  
again

Referrals Made During Current Certification						
Date	Service	Has	Referred	Applied	Not Interested	Note
05/15/2001	TANF	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
05/15/2001	Medicaid	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
05/24/2001	Food Stamps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
05/24/2001	Child Support Enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
05/24/2001	<div> <div></div> <div>Child Support Enforcement</div> <div>Childbirth education</div> <div>Clothing/baby supplies</div> <div>Community Health Nurse</div> </div>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

### Reminder:

**Only one HRCF  
can be started  
per day for a  
client.**

## Infant Recorded as High Risk (NOT)

Have you seen an infant documented as high risk because of the their height and weight, who was really inappropriately assigned HR? We are sorry for the inconvenience this issue may be causing your clinic. Your clinic may choose to flag infants who are only HR due to their wt/ht by putting a code or some short note in the Special Notes Field. This would allow it to show on the Flowsheet and alert staff to the infants that are truly high risk.

## Documentation for Migrants

There are three places in CIMS that a client's risk as a Migrant may be documented. It is best practice to begin documenting the client's migrant status on the "Demographics" tab whenever possible. By doing this, it will also activate it on the:

Income tab



and the **Assess Risk** tab (Non-Medical) during a certification.

However, if you are notified about the migrant status mid-cert, you may need to choose the risk manually .



## Correct Measure Tab

What is this tab used for anyway? The Correct Measures tab was developed to provide staff a place to go and change measurements that may have been entered into the system incorrectly. It lists all measurements ever entered into the system for this client, even if it was a different certification period.

There are two tabs; one for anthropometrics and one for hematological. There is the capability of changing the measurement or deleting a line of measurements.

A copy of this information can be very helpful for the physician's office. To receive a print out of the Correct Measure Tab take the following steps:

- Select "Print Scrn" on your keyboard.
- Go to "Start" at the bottom left of your window.
- Choose "Programs"
- Select "Accessories"
- Select "Notepad" or "Wordpad"
- Select "Ctrl" and "V" on your keyboard. The copy should appear.
- Select the print icon.

This same process for printing can be used anywhere through CIMS.

## Demographics Tab



Selecting the Migrant Risk on the Assess Risk Tab *does not* document Migrant on the Demographics Tab.



#### View Checks - Daarud, Shelly - B102

##### Check 1

- 36 oz. or Less WIC Approved Cereal
- 2 Gallon(s) Fluid Milk
- 1 Quart(s) Fluid Milk
- 2 Pound(s) Domestic Cheese
- 3 12 oz. Frozen OR 46 oz. Cans WIC Juice
- 1 Dozen Large Eggs
- 1 16/18oz Peanut Butter OR 1lb. Dry Beans/peas/lentils

##### Check 2

- 2 Gallon(s) Fluid Milk
- 2 12 oz. Frozen OR 46 oz. Cans WIC Juice
- 1 Dozen Large Eggs

##### Check 3

- 2 Gallon(s) Fluid Milk
- 2 12 oz. Frozen OR 46 oz. Cans WIC Juice
- 26 oz. or Less Canned Tuna
- 2 Pounds Carrots, Fresh, Frozen or Canned
- 1 Pound Dry Beans/Peas/Lentils

## Breastfeeding Food Package

A woman is put onto the WIC program in her 9th month of pregnancy. She is given a food package of W102.

The woman returns later that month because she has given birth and is exclusively breastfeeding her infant.

The woman is given a B199 food package at that time using the check pick-up screen (bonus check of cheese, beans, juice, tuna and carrots).

Next month the woman is recertified as breastfeeding. At this time provide the woman with a B102 food package.

The B102 food package has the bonus foods included into the food package. There is no longer the need to print the additional B199 check.

**NOTE:** If a woman is recertified as postpartum, be sure she receives what she is entitled to; A PP woman is entitled to receive the pregnant food package until the last day of the month she turns six weeks postpartum, even if she has been recertified to PP.

## Requesting Reports

If you are interested in requesting reports for the past month, it is best to wait until the middle of the next month if you would like to receive the most accurate information. The CIMS Database Administrator (DBA) must do some preliminary work with the replication information from all the CIMS sites. If one site has not replicated, it slows down the process.

A report can be run at the time of request, but the information may not be as accurate as if you waited until the middle of the following month. If you have any questions in regard to this information, please contact: Jennifer Loudon @ (360) 236-3605.

